

## TELECOMMUNICATIONS SERVICES

	Reg-No	ATTNet
*Telecommunications Invoices	(334) 353-4213 (334) 353-8299 (334) 242-3769 (334) 242-3106	320-4213 320-8299 220-3769 220-3106
*State of Alabama Calling Cards	(334) 242-3380	220-3380
*Public / Inmate Pay Telephones	(334) 242-3160	220-3160
*New Service, Equipment Relocation and/or Removal	(334) 242-3532	220-3532
*Conference Calls	(334) 242-3160	220-3160
*Telephone Training - Voice Mail - Meridian Telephone Sets - Automatic Call Distribution	(334) 242-3532	220-3532
*Trouble Reporting	(334) 353-0146	320-0146 or 1-800-662-6803

### \*Telecommunications Service Requests (TSR)

Requests must be signed by the Agency Telecommunications Coordinator and mailed to:

Information Services Division  
Voice Operations  
Folsom Administrative Building  
64 North Union Street, Suite 204  
Montgomery, Alabama 36130

Handmail  
P.O. Box 303053  
Montgomery, Alabama 36130-3053

	Reg-No	ATTNet
*State Operators	(334) 242-8000	220-8000

- Hours: Mon-Friday: 7 a.m. - 5 p.m.  
Closed: Sat. - Sun. and State Holidays

- Operator Assistance
  - Emergencies
  - Information
  - Conference calls up to 30 people (authorization code is required)
  - Operators are not authorized to dial Directory Assistance

- \*Telephone Directory Records Access
1. Open Extra for Windows Session
  2. Sign on to D2CICS, type in user id & password, key in NMXA
  3. Type in 04 (selection) VO (voice), hit enter, and select 2 (maintenance)
  4. Key in CSSF LOGOFF to exit.

## **INFORMATION**

ATTNet (Alabama Tandem Telecommunications Network) is a state-wide sophisticated voice network which serves the communications needs of State Government. The following instructions will enable you to maximize the benefits and realize the effectiveness of this system.

Each agency has an Agency Telecommunications Coordinator serving as a liaison between your agency and the Information Services Division. This coordinator, vital to the overall effectiveness of the ATTNet system, should be the first person to contact when help is needed to obtain:

- Information on your telephone system
- Dialing instruction cards
- Long distance calling cards
- Existing telephone configurations
- New telephone service
- Changes to existing telephone service
- Telephone Training
- AU code/location code changes
- Editing telephone records

## **DIALING INSTRUCTION CARDS**

Most telephone instruments, should have a dialing instruction card containing information on the correct way to activate the features assigned to the telephone. Contact your Agency Telecommunications Coordinator if you did not receive a dialing instruction card.

## **ATTNET USAGE**

The primary function of the ATTNet system is to route calls in the most cost effective way using the listed ATTNet number.

The correct way to dial an ATTNet number is:  
8 + the ATTNet telephone number (Ex: 8-220-8000).

NOTE: If an ATTNet number is not available, to place a call, the regular (off-network) number must be used.

## **CONFERENCE CALLING**

The Information Services Division, Office of Voice Operations offers several different conference calling capabilities. We have "Meet Me Conference" which allows the conference participants to dial into a predetermined number at a predetermined time. Each time a caller joins the conference call a tone is heard by the attendees to alert them that someone has been added to the call. We can also offer a Toll-Free number for this service. With the toll-free number, participants can call into the conference free of charge. The charges for the call are billed to the requesting agency.

If you have a 242 or 353 number off of our SL-100 switch in Montgomery, you may have the capability to originate and set up conference calls for up to 30 people right from your telephone set. There is no charge for the conference feature, but if the conference participants are reached via a long distance number, there would be charges incurred for those calls.

Finally, we offer an Authorization Code that enables the user to place conference calls through the State Operator. The user simply calls the State Operator, presents the code and all of the phone numbers that are to be included in the conference call. The Operator then joins all the participants on one conference call. There is no charge for the Authorization Code. The only time charges are incurred is when any of the participants are reached via a long distance number. Please have your Authorization Code before calling the State Operator and please be aware that it does take some time for the State Operator to get all the conference attendees on the line.

If you would like to utilize any of the above methods, or have questions, please call 334-242-3160 or contact your Telecommunications Coordinator within your own agency. If you do not know who your Telecommunications Coordinator is, please call 220-3532 (ATTNet), or 334-242-3532 and request this information.

### **BILLING QUESTIONS**

A frequent billing problem is improper termination of ATTNet calls. Before beginning a second call, be sure to hang up properly (total disconnect). Be certain to depress the switch hook until a true dial tone is heard. If another number is dialed before getting a true dial tone, a three-way conference call is established and will be billed accordingly.

Contact the Technical Verification section with any questions concerning your Telecommunications invoice. This staff can be reached at the telephone number listed on the SERVICES page in this directory.

### **REPORTING VOICE TROUBLE**

When you have trouble with your state telephone, please follow these guidelines:

1. In Montgomery: Call extension 3-0146 (regular telephone number 334-353-0146 available 24 hours a day)  
  
Outside Montgomery: Report all ATTNet problems to ATTNet number 8-320-0146 or dial 1-800-662-6803.
2. Give the telephone number experiencing trouble, the agency, and location of the telephone, jack number, telephone system vendor, and a contact person.
3. Give full details of the telephone problem.

To expedite resolution of your telecommunications problems, follow the above listed guidelines carefully. Reporting to an extension other than (334) 353-0146 will cause a delay in service and may incur charges to your agency.